DCMC Automated Metrics System Project

Version 4.0

Deployment Meeting
DCMDE Boston, MA
November 17 - 18, 1997
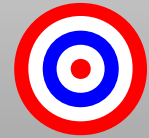
Rick Lundy
AMS AIS Project
Manager

Overview

- **Objectives**

- **Background**

- **Approach**

- **Automated Metrics System Version 4.0**

- **Documentation**

- **Initial Operational Capabilities**

- **Problem Reporting**

- **Plan of Action and Milestones**

- **Technical Transfer**

- **Help Desk**

- **AMS V5.0 Mod Program**

- **Conclusions**

Objectives

- **Overview of the Automated Metrics System AMS V4.0**

- **Detail Description of the AMS Version 4.0 Documentation What it is, How its Different and Where to Get it.**

- **Problem Reporting and How to do it.**

- **Plan of Action and Milestones.**

- **What's Left to do in AMS V4.0.**

- **What Coming in Calendar Year 1998.**

Background

DCMC Data Warehouse

MANUAL

SICM

MOCAS

TAMS

ACTS

SDW

IBA

DADS

PLAS

ALERTS

EIS

ITS

Teams

WAR ROOM
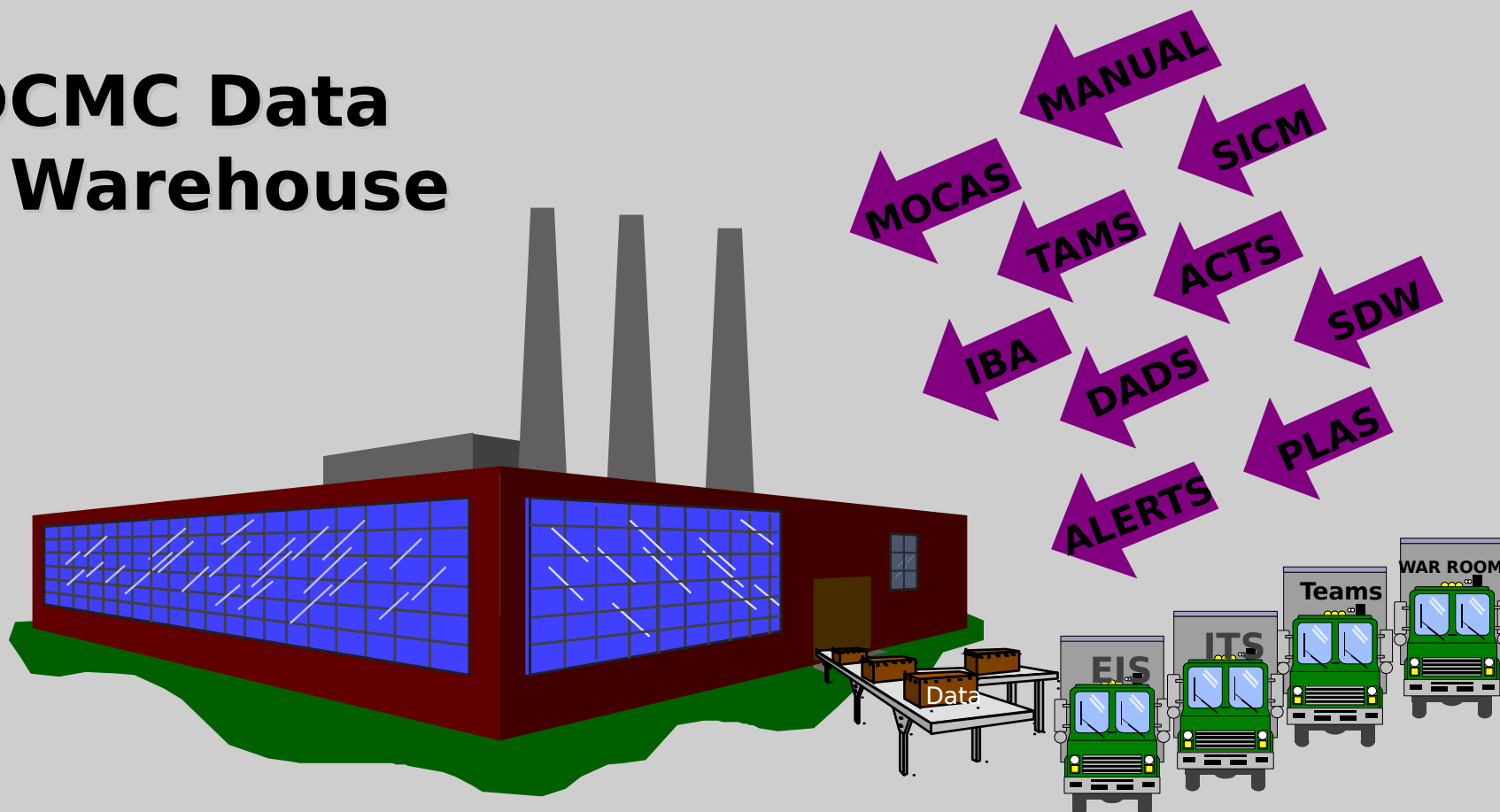
Data

Background

- **Automate the Collection of Performance Measurement Information of DCMC Business Processes.**

- **Provide Automated Application to Functional Areas Where Process Information is Gathered Manually.**

- **Maximize the Use of Data from Other Existing Systems' data bases.**

- **Eliminate Duplicate and Redundant Data Entries.**

- **Reduce or Eliminate Separate Data Calls.**

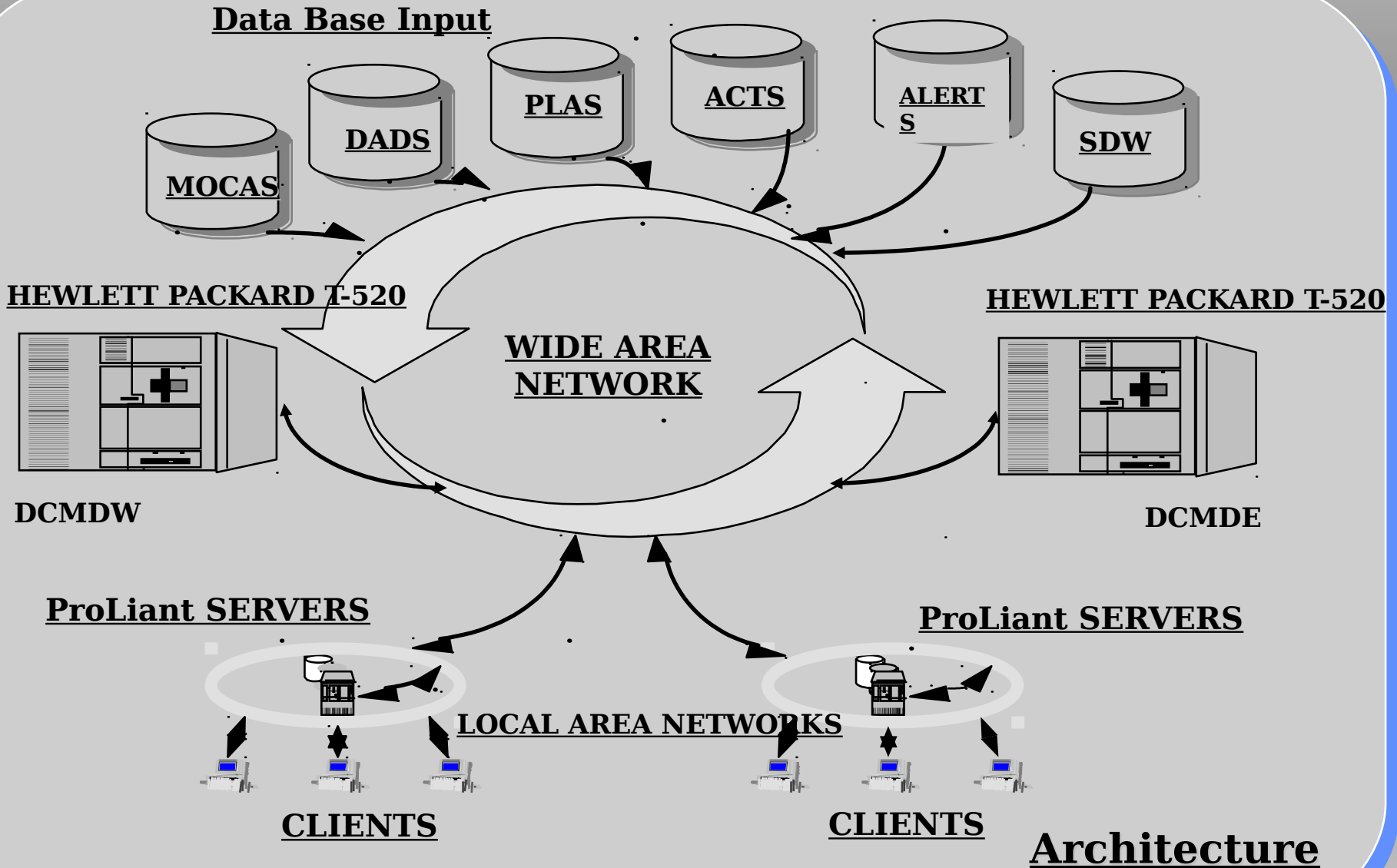- **Reduce or Eliminate Paper Logs and Registers.**
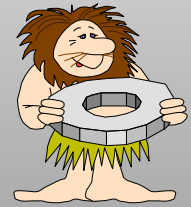
Approach
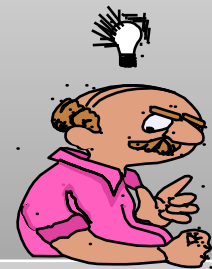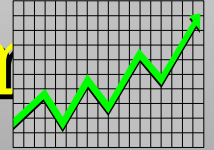
- **Design and Develop in Five Phases:**
  - Transition Application
  - Four Increments

- **Incremental Deployment:**
  - Transition Application Phased Out
  - Data Base Attachment Increases
  - User Manual Updated with New Information
  - Technical Manuals Delivered at End of Project
  - Contractor Support Throughout Transition to Government at End of Project

Approach

Data Base Input

MOCAS   DADS   PLAS   ACTS   ALERTS   SDW

HEWLETT PACKARD T-520

HEWLETT PACKARD T-520

WIDE AREA NETWORK

DCMDW

DCMDE

ProLiant SERVERS

ProLiant SERVERS

LOCAL AREA NETWORKS

CLIENTS

CLIENTS

Architecture

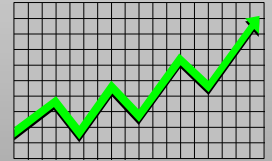# Automated Metrics System Version 4.0

- **Provides 31 Unique Input Applications**

- **Will Link to 9 Separate Data Bases**

- **Transaction Data Vs Metric Information**

- **Comments Fields**

- **Centralized Oracle Data Base**

- **Data Base Co-located**

AMS Version 4.0 Applications Areas

- **Administration (2) ***
- **Contingency CAS**
- **Contractor Performance Measurement (2)**
- **Early CAS**
- **Estimating System**
- **FEDCAS**
- **Flight Operations (3)**
- **FPRA/FPRR**
- **Overhead**
- **PreAward Survey (2)**

- **Post Card Trailer (2)**
- **Process Improvement Network (3)**
- **Pricing and Negotiation**
- **Program Integration**
- **Property (LDD)**
- **Return on Investment (3) ***
- **Right Item (2)**
- **Service Standards ***
- **Software Surveillance ***
- **Training**

* New Applications in AMS V4.0

AMS Version 4.0
Process Owners
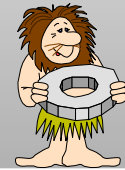
Application Area	Process Owner	Te

- Administration Roger Nelson   (703) 767-2437
- Contingency CAS   LTC Walter Katayama   (703) 767-2356
- Contractor Performance Measurement   Barry Schuler   (703) 767-3368
- Early CAS   Dave James   (703) 767-3378
- Estimating System   Faye Turner   (703) 767-3434
- FEDCAS   Alyce Sullivan   (703) 767-2433
- Flight Operations   CDR Kevin Holland   (703) 767-3428
- FPRA/FPRR   Marolyn Russell   (703) 767-8145
- Overhead Negotiations   Glenn Gulden   (703) 767-3406
- Post Card Trailers   LTC Mitch Liakos   (703) 767-2384
- PreAward Survey   Bob Kennedy   (703) 767-3409
- Pricing and Negotiation   Dave Ricci   (703) 767-3375
- Process Improvement Network   Bob Kennedy   (703) 767-3409
- Program Integration   LTC Mitch Liakos   (703) 767-2384
- Property (LDD) Loretta Bowman   (703) 767-3439
- Return on Investment   Nelson Cahill   (703) 767-3370
- Service Standards (District and HQ Only)   Armond Darrin   (703) 767-2383
- Software Surveillance   Mark Keenan   (617) 753-3740
- Training   Janak Pandhi   (703) 767-2353
- PM for AMS and Impromtu and PowerPlay (Metrics)   Joe Petrucelli   (703) 767-2426

AMS Version 4.0
Data Base Connections

- **ACTS** - Engineering Surveillance
- **ALERTS** - Delinquency and CPL
- **DADS/PCARSS** - Property Management
- **MOCAS Contract** - Demographics, Progress Payment, Close-out, CAFU, etc. . .
- **PLAS** - Labor and Accounting
- **IBA (Dec 97)** - Industrial Base Assessment
- **SICM (Feb 98)** - DCMDI Contract Data
- **SDW (Feb 98)** - Improved Data Accuracy, More Time
- **TAMS (Dec 97)** - Contract Termination Information

AMS Version 4.0
Deficiencies Corrected/Enhancements
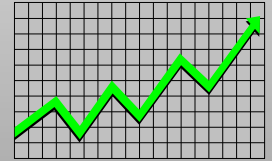
- **Deficiencies Corrected:**
  - → **CPM**
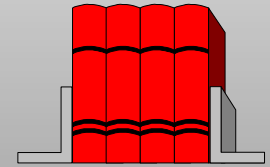 - → **PAS - Formal**
  - → **Pricing & Negotiation**
  - → **Program Integration**
  - → **Post Card Trailers**
  - → **Training**

- **Enhancements:**
  - → **Estimating System**
  - → **Property (LDD)**
 - → **Program Integration**
  - → **Right Item**

Documentation

- **Users Guide** - Volume 1

- **Administration Users Guide** - Volume 2

- **Administration Users Guide Training Materials**

- **Installation Guide** - Volume 3

- **Application Area Packages**

  → **User's Guide Sections 1-9, title page, table of contents, appendixes, and index**

- **Application Area Packages (continued)**

  → **Application Chapter(s) from Users Guide**
  → **General Training Materials**
  → **Application(s) Training Materials**
  → **Application Chapter from Administration Users Guide**
  → **Application Training Materials from Administration Users Guide**

- **Packages Contain a Mixture of:**
  → **Microsoft Word Documents**
 → **PowerPoint Presentations with Notes**

Documentation
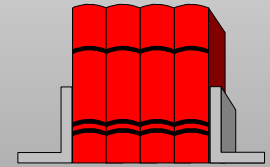
Application Package	Input	File Name	
Contingency CAS	D	concas.exe	
Contractor Performance Measurement (2)	C	cpm.exe	
Early CAS	C	earcas.exe	
Estimating System	C	estsys.exe	
FEDCAS	C	fedcas.exe	
Flight Operations (3)	C	fltops.exe	
FPRA/FPRR	C	fpra.exe	
Overhead	C	ovhd.exe	
PreAward Survey (2)		pas.exe	C
Post Card Trailer (2)		pct.exe	DC
Process Improvement Network (3)	HC	pin.exe	
Pricing and Negotiation		prcneg.exe	

Documentation
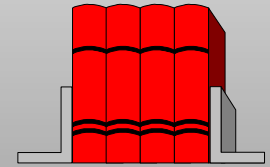
- **<u>Where to get it</u>**
  - ✓ **DCMC Home Page**
    - → **Users Guide**
    - **Administration Users Guide**
  - ✓ **DCMC File Server (FTP - IP Address 160.147.213.30/metrics/AMSETUP)**
    - → **Users Guide**
    - **Administration Users Guide**
    - **Administration Users Guide Training Material**
    - **Application Area Packages (19)**

Initial Operational Capabilities

- **Conducted for a Period of Time to Determine System Capability.**
- **Conducted to Determine Technical Problems with System (Not Detectable During Smaller Scaled Tests.**
- **Provide Limited Fix and Release Capability.**
- **Conducted to Determine New Requirements.**
- **Conducted to Tune System in the Operational Environment.**

Problem Reporting

- **Technical Issues - Richard Lundy**
  - **Application not working as described in the Users Guide**
- **Functional Issues - Process Owner via the Process Champion**
  - **Need New Functionality**
  - **Need Better Understanding of the Process Operation**
- **General AMS/Cognos Tools - Joe Petrucelli**

Problem Reporting (Technical)

```
********************Standard Message Header*************
Author:  Name of functional User
Date:      MM/DD/YY HH:MM
Priority:  Routine
To:        richard_lundy.hq.dla.mil
To:        lawrence_gamble.hq.dla.mil
   Subject:  AMS  IOC Version 4.0 problem report
******************* Message Contents *******************
User ID:           Location: Application:
Telephone No:  Date Problem Found:          Time of Day (EDT):
```

Nature of Problem: (To the best of your knowledge indicate: Functional, System, Application, Data Base, Communications)

Description of Problem: (Describe problem as best you can Attach screen prints in zipped MS Word files when it helps you with your problem description Each problem message should contain only one problem description. If your problem is technical verify that the problem is no a local issue with your LAN Administrator.)

Recommendation: (Include a recommendation when it is meaningful)

(End of Problem Report)

Problem Reporting

- **Problems are reviewed by the Project Management Staff to Determine:**
  - Validity
  - Sufficient Data Exists to Recreate the Problem
  - Issue Functional or Technical
  - If Technical is problem Application or Environment
- **If Application is at Fault then Action is Passed to Contractor for Resolution.**
- **If Environment is at Fault then Action is Passed to District/CAO for Resolution.**
- **If Functional Issue then Action is Passed to Process Owner for Resolution.**

Plan of Action and Milestones

Tasks (Status)   Dates

- **Project Start** (Completed)   **Oct 95**
- **Requirements Definition** (Completed) **Feb 96 - May 97**
- **Design** (Completed)   **Mar 96 - Sep 97**
- **DemVal** (Completed)   **Aug 96 - Oct 97**
- **IOC** (In progress)   **Jun 97 - Feb 98**
- **Review Technical Documentation (TD)** (In progress)   **Nov 97 - Dec 97**
- **Identify New Requirements for Version 5.0** (In progress)   **Nov 97 - Dec 97**
- **Link to TAMS and IBA Data Bases** (Planned) **Nov 97 - Dec 97**
- **Release TD and Train SAs/DBAs** (Planned)   **Jan 98**
- **Phase In Help Desk** (Planned)   **Jan 98 - Feb 98**
- **Release AMS Version 4.1** (Planned)   **Feb 98**
- **Link to SDW/SICM/Provide Fully for DCMDI** (Planned)   **Feb 98**
- **Establish Product Baseline for AMS V4.1** (Planned)   **Feb 98**
- **AMS Version 5.0 Mod Program** (In-planning)   **Jan 98 - Jul 98**

Technical Transfer
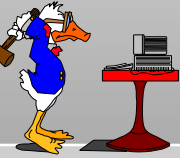
- **Document Review being conducted now.**
- **One Week On the Job Training will be given at the District in January to include but not limited to:**
  - → **Monthly Data Transfers**
  - **Oracle to Oracle Links**
  - **Application data changes**
- **Training Support will be provided through Transition Period**
- **System Administrators and Data Base Administrator for the AMS need to be Identified.**
- **Need input from districts for special training needs now.**
- **Transition to District Support to be completed by March 1st**

Help Desk

- **AMS V4.0 to be transition to District Help Support Desks.**

- **Help Desks should start up February 1st or with the deployment of AMS V4.1.**

- **Help Desk transition personnel need to be identified by December 1st.**

- **Help Desk requirements need to be identified by December 14th.**

- **Transition to take place by March 1st.**

AMS V.5.0 Mod Program

- **Request submitted to Process Owners to provide new requirements by December 14, 1997.**

- **Request approval of 66 open problem sheets from the Increment 4 Functional Test.**

- **Requested full input from Districts and CAOs for changes to the system.**

- **Once approved these new requirements will form the requirements for AMS V5.0.**

AMS V.5.0 Mod Program

- **Additional Items that will be considered:**
  - → **Close Formal Pre-Award Survey Application and Link to PASS 5.5 Oracle Data Base**
  - **Re-link to ACTS Oracle Data Base**
  - **Close Software Surveillance Application and Link to new Oracle Data Base**
  - **Establish Links to new DBMS and MASS Oracle Data Bases when converted.**
  - **Develop new Training Application**
  - **Link to the new Traffic Management Data Base**

CPM   - Add Team Code field to screen.

Early CAS   - Add Team Code field to screen.

Flight Safety - Screen title changes, documentation modifications, add "Excess Sorties," change application name to Flight Operations, add an additional address field to all address. Alter screens, programs and data bases to allow multiple aircraft flights per contract. Add new data field to the screen and database for Take-off Time. Change Aircraft Serial No. and Take-off Time to be mandatory. Add pick-list of aircraft serial numbers to the search screen.

Logon   - Add external database connectivity check and warning message.

Packaging   - Work with the Process Owner and the functional representatives using a JAD session to redesign the entire Packaging application, add an additional address field to all addresses. Change DoDAAC, RIC, CAGE Codes and DSN to optional field. Add calculations to auto-fill Total Cost field. Increase field and data base attributes.

Performance
Assessment   - Redesign screens, programs, and data bases to collect data quarterly. Change field sizes and Pre-populate data fields with zeros. Add rules for deactivating data fields that are beyond the current quarter's work.

AMS V.5.0 Mod Program

Post Card Trailers (PC)   - Add Team Code field to screen.

PreAward Survey - Formal (PS)   - Change processing of cage codes to allow bland
                                              codes for International and Non-DoD
                                              information, add an additional address field to all
                                              addresses.

Pricing and Negotiation (PN)   - Remove business rules and warning messages in
                                              application for record closures.

Process Improvement Network and
Process Improvement ROI (PR)   - Add Team Code field to screen.

Program Integration (PI)   - Simplify adding Subcontractor Name (Screen 5
                                              of 6), add an additional address field to all
                                              addresses.

Return on Investment (RI)   - Remove Total Operating Costs from data base
                                              tables.

AMS V.5.0 Mod Program

Service Standards — Add Users Name to data base and to the work area (hidden) on the screen.

Specialized Safety — Add alternate contract processing capabilities, change required fields, change frequency pick-list, change Risk pick-list, documentation changes, change DSN to optional entry, change Class/Division pick-list, and add an additional address field to all addresses.

Transportation — Work with the Process Owners and the functional representatives using a JAD session to redesign the entire Transportation application, add and additional address field to all addresses. Add a "Same As" button to allow the user to duplicate address information. Change selected required fields to optional. Allow addresses to be optional but require at least one address. Remove selected SCAC data fields from screens and the data bases. Allow optional entry of DoDAAC or CAGE Code when none is available.

Conclusions

- **District need to:**
  - → Review and comment on technical documentation.
  - Identify SA and DBA assigned to the AMS.
  - Identify special technical training requirement.
  - Identify points of contact and requirements for placing the AMS under the Help Desk.

- **Districts and CAOs need to:**
  - Review AMS applications for new requirements and submit these requirement to HQ Process Owners.
  - Use the application as soon as possible imputing real world data and report any technical problems to the AIS Project Manager and the Process (Functional) problems to the HQ Process Owners.